

# **BENCHMARK**

## HUMAN SERVICES

### **Crisis Intervention Systems**

*Submitted to the 1102 Commission*

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**President/CEO**

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# Who We Are

- Broad Spectrum of services, currently operating in 12 states and consulting with three more
- CARF Accredited in both IDD and Behavioral Health
- ISO 9001 certified integrated employment settings
- Over 3500 employees provided services to over 20,000 people in FY19.
- Founded in Fort Wayne, IN in 1960; operate as both a not for profit and for profit depending on fit.

## Crisis Services Overview

Program	Contract	Interventions
Indiana IDD Crisis	FY 2007-10	Approximately 1,900 interventions
Georgia IDD Crisis	FY 2012-19	Approximately 3,200 interventions
Georgia BH Crisis	FY 2013-19	Approximately 58,000 interventions
Georgia Blended Crisis	FY 2019 - Current	Approximately 5,000 interventions
Alabama Crisis Design	FY 2020 - Current	Community Collaborative and RFPS



# Crisis Intervention Model

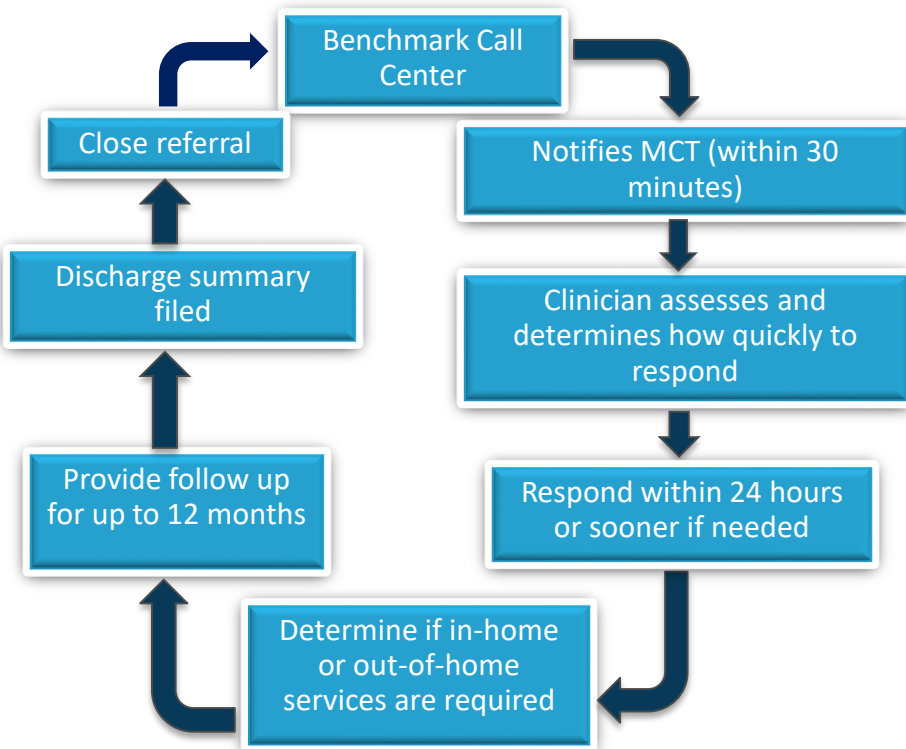
- On demand mobile crisis teams. In Indiana, response times were initially by phone with evaluations and supports in place within 24 hours. In Georgia, in person responses are within 60 minutes
- Reduction of risk and stabilization
- Out of home strategies: Indiana (6-10 day psychiatric stabilization hospitalizations when needed). Georgia (individuals with IDD can be served in 1 of 7 contracted stabilization homes for adults and 2 children's homes).
- Prevention strategies to anticipate and eliminate re-occurrence
- Outcomes driven
  - Address needs in community settings
  - Decrease utilization of inpatient services
  - Decrease ER visits and time in ERs
  - Stabilize community placements
  - Warm hand-offs to intervention and recovery services
  - Decrease law enforcement transports
  - Increase jail diversion
  - Decrease service costs



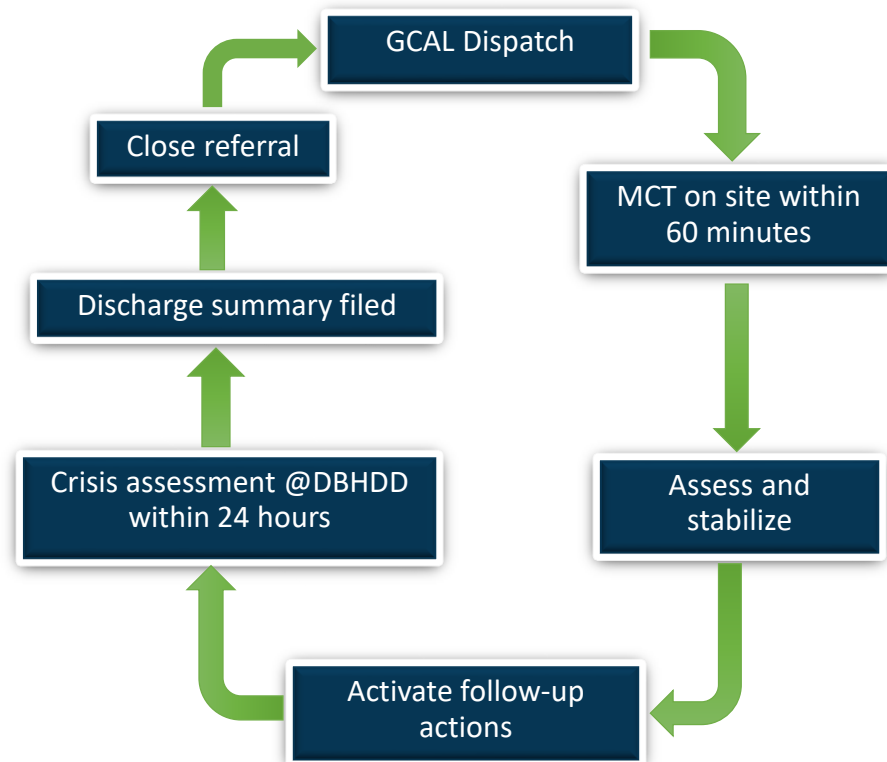
# Staffing Structure

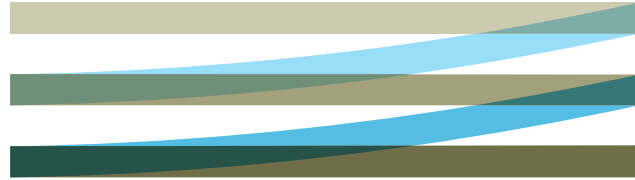
- Indiana: Licensed Psychologists, Psychiatrists, Behavior Clinicians, Nurses, and QDDPs.
- Georgia IDD: Provide on-site intervention, stabilization, and in-home supports. Teams are made up of an LCSW, a BCBA, and specially trained DSPs. Crisis homes include LPNs, BCBA, RN, Psychiatrist, and DSPs.
- Georgia BH: Mobile response teams consist of licensed clinicians and trained peer support specialists. With the advent of blended mobile crisis, BCBAs have been added to all teams, and 80% of response team members have been trained as RBTs to support individuals with autism.

# Indiana Mobile Crisis Response Model



# Georgia Mobile Crisis Response Model





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THANK YOU